Figure 11.1  Flow Chart of Complaint Investigation Procedures

1. **Complaint received**
   - Log complaint and date of receipt onto the complaint database
   - Inform the Contractor, IEC, ER, and EPD immediately

2. **Investigate and determine source and validity of complaints**
   - Valid and due to project works?  
     - Yes: Consult IEC to identify mitigation measures
     - No: ET to notify ER and provide supporting information and ER to respond to Complainant

3. **Mitigation measures required?**
   - Yes: Advise the Contractor
     - Review the Contractor's implementation of the identified and required mitigation measures and the current situation
     - Undertake additional monitoring and audit to verify complaint as necessary. Ensure that any valid reason for complaint does not recur through proposed amendments to work methods, procedures machines/equipment, etc.

4. **Any exceedance?**
   - No: Report investigation results and subsequent actions to the Complainant
   - Yes: Report result to EPD within timeframe assigned by EPD for source of complaint identified through EPD

5. **Log a record of the complaint, investigation, subsequent actions and the results in the Monthly EM&A report**

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IEC  
Contractor  
EPD  
Monthly EM&A Report